

# Enterprise Incident Report February 2011

As of 3/1/2011

## Insurance

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Insurance	103 4	2 0	105 4
Customer Company Total	103 4	2 0	105 4

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Insurance	103 8	2 1	105 9
Customer Company Total	103 8	2 1	105 9

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	Low	Medium	ATTIR Total
Insurance	103 0.30	2 2.07	105 0.33
<b>Customer Company Total</b>	103 0.30	2 2.07	105 0.33

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Insurance	103	2	105
	2	1	3
Customer Company Total	103	2	105
	2	1	3

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**

**Bottom Number - Average time in hours**

Customer Company	Low	Medium	ATTR Total
Insurance	103 1.42	2 3.66	105 1.46
<b>Customer Company Total</b>	103 1.42	2 3.66	105 1.46

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### Detail

<b>INC000000254117</b>	Hermoliva Abejar Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000254819</b>	Colette Sawyer Application Services	Application Tony Larsen	Reporting Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.19 50.28
<b>INC000000255650</b>	Sandy Glaze Application Support	Application Kyle Pettit	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.99 16.26
<b>INC000000256016</b>	Colette Sawyer Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 2.59
<b>INC000000256017</b>	Colette Sawyer Capitol Desktop Support	PC/Laptop Paul Ross	Performance Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 2.61
<b>INC000000256019</b>	Colette Sawyer Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.89 2.55
<b>INC000000256176</b>	Kris Redmond Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000256182</b>	Kris Redmond Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000256192</b>	Michelle M White Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000256262</b>	Troy Stover Capitol Desktop Support	Application Tracy Goble	Error Insurance	SIRCON For States Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.57 5.66
<b>INC000000256399</b>	David Snowball Metro B Help Desk	Application Janet Hongsyvilay	None Insurance	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000256544</b>	Betsy Jerome Application Support	None Kyle Pettit	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000256795</b>	Colette Sawyer Application Services	Application Martin Gonzalez	None Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.11
<b>INC000000256796</b>	Jake W Garn Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000256807</b>	Jake W Garn Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000256834</b>	Katy Ball Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34

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<b>INC000000257071</b>	Allen Hart	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.89
Help Desk	James Stearns	Insurance	Low	Closed	TTR Missed: No	TTR: 0.89	
<b>INC000000257083</b>	Sandra Halladay	Network	None	None		TIR Missed: No	TIR: 0.78
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 2.63	
<b>INC000000257101</b>	Cheryl Alexander	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.58
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.25	
<b>INC000000257316</b>	Richard Grieser	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000257341</b>	Colette Sawyer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.62
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 5.74	
<b>INC000000257534</b>	Hermoliva Abejar	Application	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.33
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 2.73	
<b>INC000000257566</b>	Jake W Garn	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 1.10
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.37	
<b>INC000000257877</b>	Allen Hart	PC/Laptop	None	None		TIR Missed: No	TIR: 0.21
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.80	
<b>INC000000257911</b>	Shane Sadler	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000257998</b>	Jilene Whitby	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.87
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 5.33	
<b>INC000000258030</b>	Anne Stewart	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000258036</b>	Grace Reinhart	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000258043</b>	Randy Overstreet	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000258181</b>	Lisa A Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000258371</b>	William Stimpson	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000258376</b>	Richard Grieser	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000258386</b>	Jaimee George	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	

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<b>INC000000258405</b>	Aaron Phillips	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000258423</b>	Ross Elliott	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000258429</b>	Jenifer Christian	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000258436</b>	Karon Hardman	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000258443</b>	Virgina Dawes	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000258509</b>	Allen Hart	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000259119</b>	Laura Shepherd	Application	Reporting	Adobe Acrobat		TIR Missed:	Yes	TIR:	1.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	2.61
<b>INC000000259284</b>	Ned Shimizu	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000259293</b>	Mary Dy	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000259500</b>	Cheryl Alexander	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000259517</b>	Josh Caless	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000259681</b>	Michael Covington	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.73
<b>INC000000259688</b>	Jenifer Christian	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.70
<b>INC000000259760</b>	Heidi Petermann	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000259846</b>	Beth Crim	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	2.32
<b>INC000000259986</b>	Betsy Jerome	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.29
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.29
<b>INC000000260490</b>	Anne Stewart	Application	Password	Microsoft Office XP Professiona		TIR Missed:	No	TIR:	0.65
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	2.84



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<b>INC000000260538</b>	Clarissa Crisp	Application	None	None		TIR Missed:	No	TIR:	0.42
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.67
<b>INC000000260572</b>	Sandra Halladay	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000260606</b>	Jenifer Christian	Application	None	Microsoft Excel		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000260703</b>	Aaron Phillips	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000260902</b>	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000261145</b>	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	1.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.27
<b>INC000000261229</b>	Sandy Glaze	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000261507</b>	David Snowball	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000261633</b>	Silmara Charlesworth	Application	Reporting	Novell Messenger		TIR Missed:	No	TIR:	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.24
<b>INC000000261684</b>	Colette Sawyer	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.73
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.95
<b>INC000000262166</b>	Randy Overstreet	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000262272</b>	Sandy Glaze	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000262280</b>	Joyce Maher	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000262477</b>	Betsy Jerome	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.31
<b>INC000000262498</b>	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000263112</b>	Jordan Tolman	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000263250</b>	Teresa Trusty	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00

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<b>INC000000263875</b>	Katy Ball Capitol Desktop Support	Network Peter Musser	Password Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
<b>INC000000263898</b>	Heidi Petermann Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000264108</b>	Betsy Jerome Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000264573</b>	Jilene Whitby Capitol Desktop Support	Network Paul Ross	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.16 2.90
<b>INC000000264584</b>	Hermoliva Abejar Capitol Desktop Support	Application Paul Ross	Password Insurance	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 1.26
<b>INC000000264622</b>	Betsy Jerome Application Support	None Kyle Pettit	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000264662</b>	Armand Glick Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.41
<b>INC000000264773</b>	Colette Sawyer Capitol Desktop Support	Application Paul Ross	Error Insurance	Citrix ICA Client Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.83 4.49
<b>INC000000265074</b>	Aaron Phillips Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000265164</b>	Betsy Jerome Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.21 2.37
<b>INC000000265198</b>	Michael Covington Capitol Desktop Support	Application Paul Ross	None Insurance	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.91 0.91
<b>INC000000265709</b>	David A Stauffer Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000265868</b>	Sandy Glaze Capitol Desktop Support	Network Paul Ross	Incident Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.16 4.16
<b>INC000000265984</b>	Aaron Phillips Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.68
<b>INC000000266066</b>	Laura Shepherd Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000266156</b>	Brad Tibbitts Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000266390</b>	David Flores Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000266418</b>	David Flores	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000266420</b>	Hermoliva Abejar	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000266438</b>	Linda Hardy	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.51
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.51
<b>INC000000266467</b>	Betsy Jerome	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000266864</b>	Adam Martin	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000266873</b>	Clarissa Crisp	Application	Error	TeamMate Audit System		TIR Missed:	No	TIR:	0.52
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	2.11
<b>INC000000266980</b>	Donald Catmull	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000267046</b>	Laura Shepherd	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.99
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	2.11
<b>INC000000267275</b>	Laura Shepherd	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000267302</b>	Jeremy Garduno	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000268236</b>	Hermoliva Abejar	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000268284</b>	Sandy Glaze	Application	None	None		TIR Missed:	No	TIR:	0.40
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.40
<b>INC000000268586</b>	Kris Redmond	Telecom	Area Code	None		TIR Missed:	No	TIR:	0.15
	Voice Operations	Lois Schow	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.25
<b>INC000000268834</b>	Adam Martin	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000268849</b>	Heidi Petermann	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000268888</b>	Tanji Northrup	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000269683</b>	Sandra Halladay	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.39

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<b>INC000000269684</b>	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.21
<b>INC000000269866</b>	Troy Stover	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.54
<b>INC000000269948</b>	Ryan Cleverly	Network	Password	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.57
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: No	TTR:	1.67
<b>INC000000270610</b>	Hermoliva Abejar	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00